

**SUPPLIER QUALITY ASSURANCE MANUAL
FOR PARTS AND RAW MATERIALS**

***** INTRODUCTION AND GENERAL INFORMATION *****

**SECTION 3 - INTRODUCTION TO THE DENSO SUPPLIER
QUALITY ASSURANCE MANUAL (SQAM)**

PURPOSE: To provide basic information about DENSO to its Suppliers and to outline the Supplier Quality Assurance process as it is communicated through the Supplier Quality Assurance Manual.

SCOPE: This Supplier Quality Assurance Manual (SQAM) applies to all Suppliers of production parts and raw materials to DENSO.

EXPLANATION:

DENSO Company Principles/ Background

1. Management Philosophy:

- A. To provide satisfaction to our Customers.
- B. To be a contributing member of the community.
- C. To assist associates in their development and growth.

2. Quality Philosophy:

- A. DENSO and its Customers demand and expect “zero defects” and DENSO recognizes the importance of its Suppliers in providing DENSO with quality parts and raw materials on time so that those Customer’s expectations can be met.
- B. DENSO facilities are either fully certified or pursuing ISO/TS 16949:2002 certification. ISO/TS 16949 is a standard that outlines several areas that are important to helping a company produce a quality product for its Customers. DENSO requires certification to the ISO 9001 standard at a minimum and encourages certification to the full ISO/TS 16949 standard. DENSO may be able to assist you with basic questions regarding the systems through your QA/QC contact.

3. Supplier Evaluation System:

The DENSO Purchasing Department administers the Supplier Evaluation Procedure that provides quarterly feedback to Supplier management on their company’s performance with DENSO. The general categories of evaluation are:

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- A. Quality- Supplier meeting/ exceeding Parts Per Million (PPM) targets which are established on a yearly basis by DENSO QA/QC. Other possible scoring items include responsiveness to Quality Failure Notices, sorting activities, and other Supplier Quality issues.
- B. Delivery- Supplier providing 100% on time deliveries to DENSO. Other possible scoring items include responsiveness to DENSO Production Control requests for countermeasures for Supplier delivery issues.
- C. Service/ Cost- Supplier's paperwork is submitted accurately and timely to DENSO Purchasing and the Supplier actively engages in Costing down activities.

Each of these three components are based on 100 possible points and are averaged into one overall score which has a possible score of 100%. In addition to normal response channels for issues, such as the Quality Failure Notice/ Quality Failure Answer Sheet, a Countermeasure Request is issued by Purchasing when the overall rating drops below 70%.

Information on the overall scoring system can be obtained through your DENSO Purchasing contact while specific targets and criteria for Quality, Delivery, and Purchasing can be obtained from your respective DENSO Quality, Production Control, or Purchasing contacts.

Each year DENSO Purchasing recognizes Supplier accomplishments by issuing awards based on overall score. Supplier award recipients will be published on our website.

4. Open Communication Philosophy:

- A. Suppliers are a very important part of DENSO and good communications are critical to building an effective relationship. By following the standardized Supplier Quality Assurance procedures outlined in this SQAM, Supplier issues affecting product quality, service, and delivery can be controlled to eliminate any possible negative effect to DENSO Customers.
- B. It is critical that Suppliers become fully knowledgeable of the SQAM so that they understand how, when, and why submissions and documentation are provided to DENSO.
- C. DENSO strives for effective and positive relationships with its Suppliers. Suppliers are encouraged to contact their assigned Supplier QA/QC Engineers whenever clarification is needed about the Supplier Quality Assurance Manual or if the Supplier foresees some problem in being able to meet the commitments of the system. Early effective communication can help resolve issues before they become a problem.

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5. DENSO Facilities' Addresses/ Contact Numbers:

DENSO DIVISION	ADDRESS	TELEPHONE NUMBERS
Purchasing (For Plant 101, 201 & 202)	1720 Robert C. Jackson Drive Maryville, TN 37801-3748	Purchasing: 865-982-7000 Purch. Fax: 865-981-5256
Purchasing (For Plant 601, 701 & 801)	2400 Denso Drive Athens, TN 37303	Operator: 423-746-0000 Purch. Fax: 423-746-1156
101 Starter/ Alternator Products: Starters and Alternators.	1720 Robert C. Jackson Drive Maryville, TN 37801-3748	Operator: 865-982-7000 QA/QC Phone: 865-982-7000 QA/QC Fax: 865-379-0137
201 Instrument Cluster Products: Instrument Clusters	1725 Robert C. Jackson Drive Maryville, TN 37801-3789	Operator: 865-982-7000 QA/QC Phone: 865-981-5481 QA/QC Fax: 865-981-5252
202 Electronic Products Products: Electronic Control Units, Electronic Assemblies.	1755 Robert C. Jackson Drive Maryville, TN 37801-3500	Operator: 865-982-7000 QA/QC Phone: 865-981-5451 QA/QC Fax: 865-981-5254
601 Ceramic Products Products: Oxygen Sensors, Ignition Coils & Spark Plugs	2400 Denso Drive Athens, TN 37303	Operator: 423-746-0000 QA/QC Phone: 423-746-1013 QA/QC Fax: 423-746-1114
701 Fuel Injection Products: Fuel Injectors & Air Flow Meters	2406 Denso Drive Athens, TN 37303	Operator: 423-746-0000 QA/QC Phone: 423-746-1043 QA/QC Fax: 423-746-1090
801 Ceramic Products Products: Monolithic Carrier	2408 Denso Drive Athens, TN 37303	Operator: 423-746-0000 QA/QC Phone: 423-746-1013 QA/QC Fax: 423-746- 1114

6. Directions to DENSO Athens (Ceramic Products, Fuel Injection):

From Knoxville McGhee Tyson Airport:

- Follow signs out of airport to Highway 129 North (Alcoa Highway) towards Knoxville.
- Approximately 1 mile north of the airport on 129 there will be an exit for Oak Ridge via Pellissippi Parkway (140). Take this exit and continue on 140 West bound until the I-75/ I-40 exit.
- Take the I-75 South/ I-40 West exit. When you reach the I-75 and I-40 split take I-75 South bound for Atlanta. Continue until you reach Exit # 49 Athens/ Decatur. Turn right onto Decatur Pike.
- Take Decatur Pike approximately 1/4 mile towards Decatur. Turn right at the first traffic light into the McMinn County Industrial Park onto Denso Drive.
- Follow the signs to arrive at the plant that you are visiting.

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From Chattanooga Lovell Field:

- Follow signs out of airport to the entrance way for I- 75 North.
- Take I-75 North until you reach Exit # 49 Athens/ Decatur. Turn left onto Decatur Pike.
- Take Decatur Pike approximately 1/4 mile towards Decatur and at the light turn into the McMinn County Industrial Park on Denso Drive.
- Follow the signs to arrive at the plant that you are visiting.

From Interstate I-75 Southbound/ Northbound:

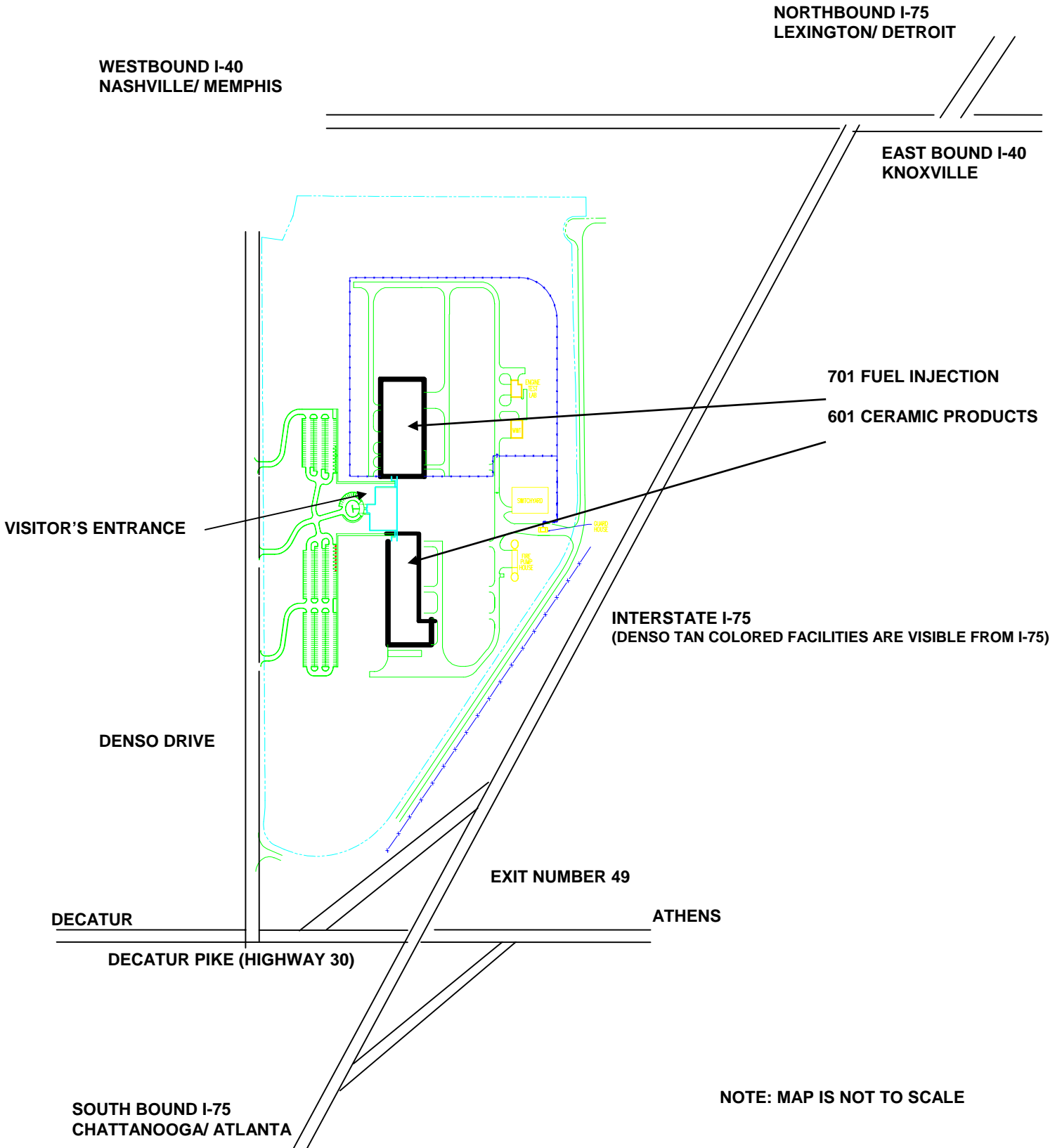
- Athens is approximately 3 hours north of Atlanta and 1 hour south of Knoxville.
- There are 2 exits for Athens. Take the Athens/ Decatur Exit 49 for Decatur Pike which is Highway 30.
- The off ramp will be onto Decatur Pike, go towards Decatur.
- Approximately 1/4 mile from I-75 is the entrance to the McMinn County Industrial Park (DENSO Drive).
- Turn right into the drive and follow the signs to the facility.

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6. Maps to DENSO Athens (601 Ceramic Products, 701 Fuel Injection):



NOTE: MAP IS NOT TO SCALE

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7. Directions to DENSO Maryville (101 Starter/ Alternator, 201 Instrument Cluster, 202 Electronic Products):

From Knoxville McGhee Tyson Airport:

- Follow signs out of airport to Highway 129 South (Alcoa Highway) towards Maryville.
- Approximately 1/4 mile south of the airport on 129 the road will fork with the left going towards Maryville/ Smoky Mountains and the right towards Atlanta/ Fontana. Take the right fork and continue to travel until the 4th traffic light.
- At the 4th traffic light on this road turn right onto Highway 321 South (This is Lamar Alexander Parkway).
- At the 2nd traffic light on 321 turn right onto Robert C. Jackson Drive (This is the entrance to the Blount County Industrial Park).
- At approximately 1/4 of a mile you will come upon five tan colored facilities which are our DENSO facilities in Maryville.
- For 101 Starter/ Alternator deliveries take the 3rd Driveway on the right side (This is marked as the entrance for trucks). For nondelivery visits, take the first driveway on the right and follow the signs to the Visitor's Entrance (The entrance is right under the 3 flags).
- For 201 Instrument Cluster deliveries take the 1st left driveway. For nondelivery visits, take the same left turn but, then take the first right which will bring you to the Visitors' Entrance.
- For 202 Electronic Products deliveries take the 1st left turn and follow signs. For nondeliveries, take the 4th left turn but then take the first left which will bring you to the Visitors' Entrance.

From Major Interstates around Knoxville I-40 East/ West Bound, I-75 Southbound.

- I-40/I-75, take Exit 386B to Highway 129 South (This is Alcoa Highway, Airport/ Smoky Mountains).
- Continue Southbound on Highway 129 for approximately 15 miles passing the airport on your right.
- Immediately after passing the airport the highway splits left for Maryville/ Smoky Mountains and right for Atlanta/ Fontana (Highway 129). Bear right towards Atlanta/ Fontana.
- At the 3rd traffic light on this road turn right onto Highway 321 South (This is Lamar Alexander Parkway).
- At the 2nd traffic light on 321 turn right onto Robert C. Jackson Drive (This is the entrance to the Blount County Industrial Park).
- At approximately 1/4 of a mile you will come upon five tan colored facilities which are our DENSO facilities in Maryville.

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- For 101 Starter/ Alternator deliveries take the 3rd Driveway on the right side (This is marked as the entrance for trucks). For nondelivery visits, take the first driveway on the right and follow the signs to the Visitors' Entrance (The entrance is right under the 3 flags).
- For 201 Instrument Cluster deliveries take the 1st left driveway. For nondelivery visits, take the same left turn but, then take the first right which will bring you to the Visitors' Entrance.
- For 202 Electronic Products deliveries take the 1st left turn and follow signs. For nondeliveries, take the 4th left turn but then take the first left which will bring you to the Visitors' Entrance.

From Major Interstates around Knoxville I-75 North Bound:

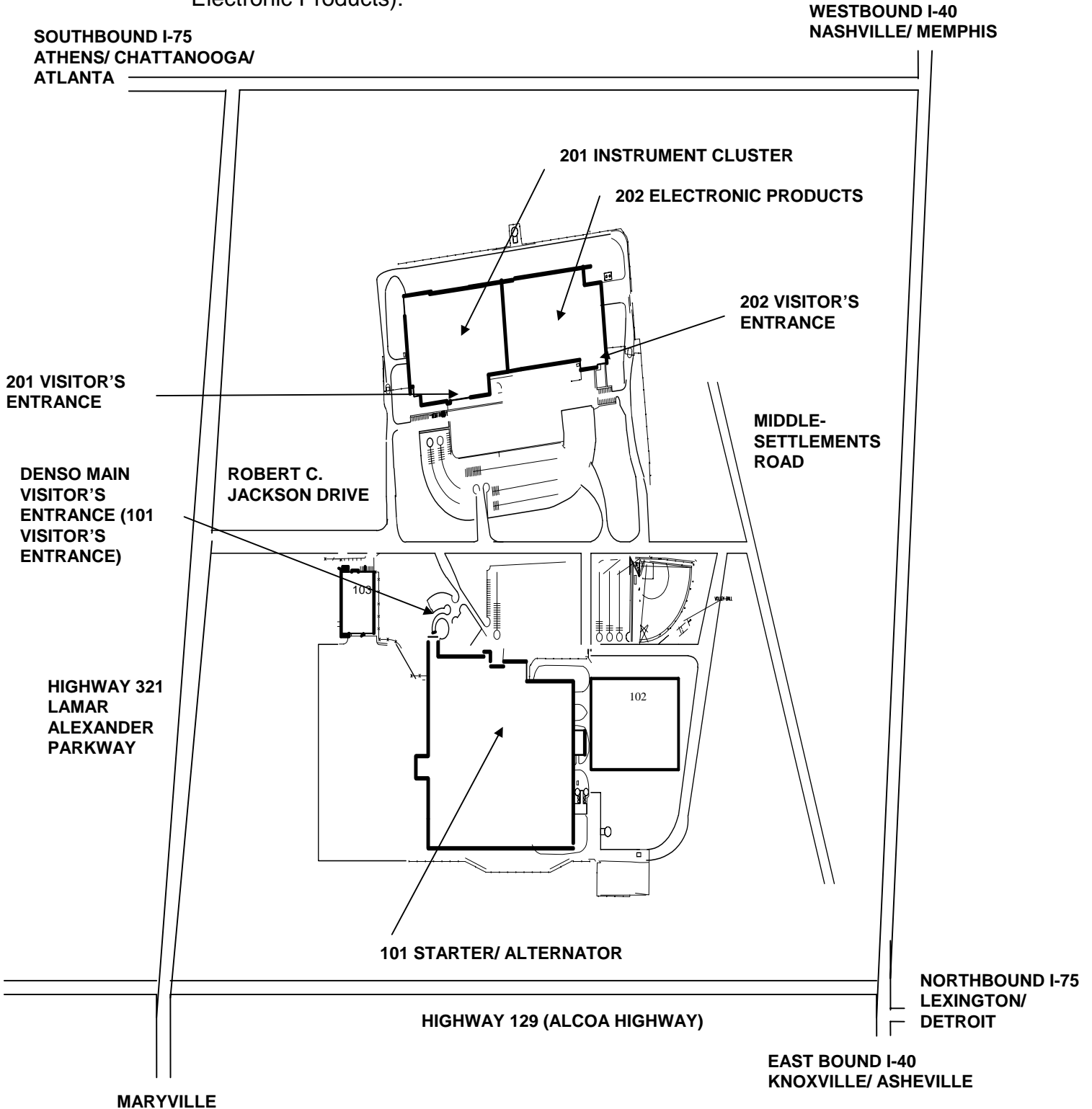
- Take Exit 81 (Lenoir City) off of I-75 and at base of off-ramp turn right onto 321 North (Lamar Alexander Parkway).
- Follow 321 North for Approximately 20 miles upon entering Maryville City limits take the 1st left turn onto Robert C. Jackson Drive (This is the entrance to the Blount County Industrial Park).
- At approximately 1/4 of a mile you will come upon four tan buildings which are our DENSO facilities in Maryville.
- For 101 Starter/ Alternator deliveries take the 3rd Driveway on the right side (This is marked as the entrance for trucks). For nondelivery visits, take the first driveway on the right and follow the signs to the Visitors' Entrance (The entrance is right under the 3 flags).
- For 201 Instrument Cluster deliveries take the 1st left driveway. For nondelivery visits, take the same left turn but, then take the first right which will bring you to the Visitors Entrance.
- For 202 Electronic Products deliveries take the 1st left turn and follow signs. For nondeliveries, take the 4th left turn but then take the first left which will bring you to the Visitors' Entrance.

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8. Maps to DENSO Maryville (101 Starter/ Alternator, 201 Instrument Cluster, 202 Electronic Products):



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