

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

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

**SECTION 5 - SUPPLIER USE OF TEMPORARY SERVICE WORKERS  
AT DENSO**

**PURPOSE:** To define the requirements placed on Suppliers when they have to use temporary service employees at DENSO facilities.

**SCOPE:** This process applies to all Suppliers that are asked to correct problems with suspect production parts or raw materials which they have sent to DENSO.

**EXPLANATION:**

It is critical that only conforming materials be sent to DENSO. In the event of a problem occurring with a flow out of suspect product from the Supplier to DENSO, it may be required that the Supplier come on-site to the facility and arrange/carry out activities to correct the nonconformance. Each Supplier's QA/QC representative will communicate the necessity of such activities to the Supplier.

**SUPPLIER RESPONSIBILITIES:**

1. In order to perform corrective actions at DENSO facilities, Suppliers must obtain the approval of their QA/QC representative and coordinate their activities through this representative.
2. Suppliers may use temporary service employees to support activities such as 100% inspection, sort, or re-work of nonconforming parts to be used in production at DENSO until the next shipment of correct conforming parts arrive at the facility.
3. Supplier representatives must develop and implement a plan that will ensure no flow out of nonconforming products to DENSO Customers. This includes proper coordination and training of their temporary service employees to achieve this expectation. Suppliers are fully responsible for the safety of their temporary service workers and the quality of their work (Reference Section 4 - DENSO Site Safety and Security Guidelines for Visiting Suppliers).
4. Supplier's temporary service employees must have full-time supervision provided by the Supplier unless otherwise approved by the DENSO QA/QC representative.
5. As an alternative to direct supplier supervision of temporary workers, the supplier may use a DENSO preauthorized "full service" sorting company. To use this option, the supplier must contact the appropriate DENSO QA/QC representative.

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