

SUPPLIER QUALITY ASSURANCE MANUAL FOR PARTS AND RAW MATERIALS

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

SECTION 7 - GLOSSARY OF TERMS

Item	Section	Definition
Automotive Industry Action Group (AIAG)	Various	A coalition of automotive manufacturers that produce standardized manuals to follow to help Suppliers meet the needs of the automotive industry. Examples: Quality Systems Requirements-Potential Failure Mode and Effects Analysis (FMEA), Measurement Systems Analysis (MSA), Statistical Process Control (SPC).
AIAG Compliance Connect Spreadsheet/IMDS	11	Forms used to report product structure, material, substance, and recycleability information for parts and materials supplied to DENSO. This is per EU directive and OEM requirements.
Blank Forms	IV.	These are blank copies of DENSO forms that are to be used by Suppliers to meet the submission requirements of DENSO.
Capability Index (Cpk)	18	A measure of process variation and centering relative to the specification range and target.
Critical Control Characteristics and Process Capability Studies	18	This section defines the requirements for the Supplier when it provides a part/ material to DENSO that is considered to have a Critical Control Characteristic which requires process capability studies to be performed on it.
DENSO	All	<p>Within this manual the name "DENSO" shall refer to the following:</p> <ul style="list-style-type: none"> • DENSO Manufacturing Tennessee, Inc. (DMTN) • DENSO Manufacturing Athens Tennessee, Inc. (DMAT) <p>This manual is applicable to only the above named companies and shall not be considered applicable to any other affiliate of DENSO Corporation.</p>
DENSO Notification of Quality Assurance Requirements (NQAR)	11	This form is used by DENSO to convey to the Supplier DENSO SQAM requirements/submissions and due dates. Critical control items for DENSO's process/product are also included on the form.
DENSO Supplied Check Fixture, Gage, and Test Equipment Receipt and Condition Report	14	This form serves as the acknowledgment of the Supplier that they have received either a Check Fixture, Gage, or Test Equipment from DENSO and whether or not it is in proper working condition.
DENSO Site Safety and Security Guidelines for Visiting Suppliers	4	This section of the DENSO SQAM outlines basic safety and security guidelines for Suppliers when they visit DENSO.
DENSO Supplier Boundary Sample/ Master Sample	39	Boundary samples show the acceptable visual limit of a part/ material. Master Samples show acceptable visual final characteristics. Boundary Samples and Master Sample are used in conjunction with the DENSO Supplier Inspection Standard and are developed with DENSO support.
DENSO Supplier Deviation Request/ Reply	38	This form is submitted by the Supplier to DENSO when the Supplier wants DENSO to accept products, parts, components, or materials that do not meet drawings and/ or specifications. This form is submitted for all non-conformances from Initial Samples through Mass Production.
DENSO Supplier Early Stage Control Plan.	22	This form contains the Supplier's plans to help ensure that their production processes are stabilized as soon as possible. It focuses on early detection of potential problems and how countermeasures are to be implemented and reviewed by Supplier management to help ensure a successful start-up of production.

ISSUE 1	REVISION 01	DENSO MANUFACTURING	SECTION 7
October 2005			PAGE 1 OF 4

SUPPLIER QUALITY ASSURANCE MANUAL FOR PARTS AND RAW MATERIALS

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

Item	Section	Definition
DENSO Supplier Final Approval Request	24	This form is submitted by the Supplier to DENSO once they have completed all the requirements stated on the DENSO Notification of Quality Assurance Requirements (NQAR). DENSO QA/QC will review the form and the submissions that have been given by the Supplier and if everything is satisfactory, will sign approval on the form and forward a copy to the Supplier for their records.
DENSO Supplier Gage Repeatability and Reproducibility Study (GR&R)	19	This study is done by the Supplier to evaluate the amount of measurement error associated with a particular gage. The GR&R will demonstrate whether there is enough of a confidence level in the gage for it to be used to evaluate parts/ materials that are to be supplied to DENSO.
DENSO Supplier Initial Sample Inspection Report (ISIR)	20	The Supplier sends the ISIR to DENSO along with representative samples of the parts/ materials that it will be submitting to DENSO. It is used to show initial stage confirmation of the parts/ materials produced on mass production tooling to DENSO drawings and specifications.
DENSO Supplier Initial Sample Inspection Report (ISIR) Checklist	20	The Supplier submits this form along with the ISIR to show that all items necessary for DENSO to consider the ISIR have been covered/ completed.
DENSO Supplier Lot Information and Traceability	21	Supplier utilizes this form to communicate important information about how their product is packaged and what is their system for traceability
DENSO Supplier Process Change Request/ Reply	40	This form is used to document a Supplier's request to make a change to the process that they use to produce a product for DENSO. It also notes DENSO's response to the request by the Supplier.
DENSO Supplier Procured Check Fixture, Gage, and Test Equipment Request/ Approval	14	When the Supplier is going to procure a Check Fixture, Gage, or Test Equipment it utilizes this form to request approval from DENSO for their plan and DENSO uses this form to show approval/ disapproval of that plan.
DENSO Supplier QA Contacts List	12	This list is submitted to DENSO by the Supplier to identify critical contacts for DENSO at the Supplier.
DENSO Supplier Quality Failure Answer Sheet	41	This form is completed by the Supplier in response to a DENSO Supplier Quality Failure Notice that has been issued as the result of nonconforming parts/ material from the Supplier having been detected at DENSO. It documents the Supplier's effort to contain the nonconformance, detect the root cause, and implement countermeasures to prevent its recurrence.
DENSO Supplier Quality Failure Notice	41	This form is sent to the Supplier by DENSO when nonconforming parts/ material from the Supplier has been detected at DENSO. It is also used to reply to the information sent by the Supplier on the DENSO Supplier Quality Failure Answer Sheet. DENSO will either approve the actions taken by the Supplier or request that further actions be taken before the Quality Failure Notice is closed out.
DENSO Supplier Control Plan	16	The DENSO Supplier Control Plan is used by the Supplier to indicate the critical product characteristics, process steps, Quality Assurance check items (with their frequencies), SPC reporting methods, process capability, and Gage R & R studies that relate to the parts/ material which are supplied to DENSO. It is comprehensive and includes all important information from Receiving Inspection through Packaging.

ISSUE	1	REVISION	01	DENSO MANUFACTURING	SECTION	7
	October 2005				PAGE	2 OF 4

SUPPLIER QUALITY ASSURANCE MANUAL FOR PARTS AND RAW MATERIALS

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

Item	Section	Definition
DENSO Supplier Quality Assurance Schedule (QAS)	15	The Quality Assurance Schedule (QAS) is used to provide DENSO QA/QC with a schedule of manufacturing and quality control activities that lead up to and include initial mass production. The schedule includes all activities from Purchase Order issue through the first three months of mass production.
DENSO Supplier QAS/TPR Status Report	15	This report outlines any changes that have occurred to the Quality Assurance Schedule or Tooling Progress Report (as applicable) of the Supplier. It is filed based on the timing on the NQAR and also notes the current level of the QAS and TPR.
DENSO Supplier Stratification Control Sheet	37	A DENSO Supplier Stratification Control Sheet is sent by the Supplier with parts/ materials when there is a difference or modification to parts, materials, or packaging. The sheet helps to control parts/ materials that have some notable difference from normal (initial) acceptance. New parts (never used at DENSO) should also be accompanied by a DENSO Supplier Stratification Control Sheet.
DENSO Supplier Request for Parts/Components	36	Suppliers use this form to request parts or components to be used for fitting and evaluation. The type of parts that may be furnished are cases, covers, shafts, pulleys, printed circuit boards, etc.
DENSO Supplier Tool Progress Report (TPR)	15	This report is prepared by the Supplier for all new dies, molds, equipment, jigs, and fixtures. This report covers all activities from design through mass production and includes sub-Supplier tooling schedules (as applicable).
Design Change Request	40	This form is used by the Supplier to document their request to DENSO to have a design change made to a part or material.
Glossary of Terms	7	This section of the DENSO SQAM gives a brief description of forms/ sections used in the Supplier Quality Assurance process and references the section numbers where the Item is covered in more depth.
Introduction to the DENSO Supplier Quality Assurance Manual (SQAM)	3	This section outlines important general information used in the relationship between DENSO and its Suppliers.
Lot	Various	Group of items, whether product, parts, components, or materials produced under the same manufacturing conditions within a certain time frame (by date, operator, line, condition, etc.). A lot should be fully traceable by the Supplier.
Mass Production Readiness Visit	23	This section outlines the visit by DENSO to its Suppliers to assure that everything is proceeding towards a smooth Start of Production at the Supplier for DENSO Parts/ Materials.
Overview of Pre-Production/ Mass Production Preparation Activities/ SQAM Submissions Cross	6	This section outlines the activities that go on at DENSO and at the Supplier during Pre-Production and Mass Production. Document submission requirements are also outlined in this section.

ISSUE 1	REVISION 01	DENSO MANUFACTURING	SECTION 7
October 2005			PAGE 3 OF 4

SUPPLIER QUALITY ASSURANCE MANUAL FOR PARTS AND RAW MATERIALS

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

Reference Table		
Item	Section	Definition
PPAP	20	Production Part Approval Process. This process defines the requirements for qualifying new parts or materials. See AIAG PPAP manual for details.
Process Failure Mode and Effects Analysis (PFMEA)	17	This is an analytical tool used to assess potential risks and failures related to a particular process. By using it, the Supplier can foresee problems or issues in its processes and plan countermeasures to avoid or minimize them.
Selective Control Designation Criteria	42	This section defines for the Supplier what the different DENSO selective control designation symbols are that DENSO uses to control the processes that are related to the production of DENSO products.
Sub-Supplier Quality Assurance	35	This section assigns the responsibility to DENSO Suppliers to assure the quality of their own Suppliers.
Supplier use of Temporary Service Workers at DENSO	5	This section outlines the process by which temporary service workers are used at DENSO in connection with sort activities of suspected Supplier parts/ materials.
Supplier Quality Systems Audit	43	This section covers the audit process which will be used by DENSO when they do an in-depth analysis of a Supplier's Quality Assurance system.
Table of Contents	2	This table outlines where different sections of the DENSO SQAM are located.
Training and Qualification of Team Members	13	This section places the responsibility on the Supplier to ensure that their employees are adequately trained to perform their jobs as it would relate to the production of parts/ materials for DENSO.
Value Analysis/Value Engineering.	44	This section briefly outlines DENSO Purchasing policy on Supplier cost reduction activities.