

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

***** QUALITY ASSURANCE FOR TRIAL PRODUCTION *****

**SECTION 12 - DESIGNATION OF SUPPLIER QUALITY ASSURANCE
CONTACTS**

PURPOSE: DENSO views communications as being critical to ensuring a positive relationship with its Suppliers. Good communications allows for easier understanding of new product start up and quicker resolution of potential problems that could affect our customer. This policy outlines the roles and responsibilities of Supplier personnel pertaining to the SQAM and how these individuals are identified to DENSO.

SCOPE: Applies to Suppliers of production parts and raw materials to DENSO.

EXPLANATION:

Supplier Quality Assurance Contacts are the main liaisons between the Supplier and DENSO and they are responsible for ensuring effective communications regarding issues of quality assurance within their department as well as other departments within their company.

SUPPLIER RESPONSIBILITIES:

1. The following Supplier personnel must be identified to DENSO through the Supplier Quality Assurance Contacts List.
 - A. Supplier Representative: primary contact responsible for maintaining Supplier system to comply with DENSO SQAM requirements, resolve problems/ respond to Supplier performance reports, and represent Supplier at meetings with DENSO.
 - B. SQAM Contact: person responsible for communicating changes to the DENSO SQAM through out the supplier's organization.
 - C. Quality Manager: responsible for the management of matters relating to quality at the Supplier.
 - D. Quality Engineer: responsible for carrying out quality assurance activities.
 - E. 1st, 2nd, and 3rd Shift Contacts: these are QA/QC staff members that may be contacted by DENSO directly on their shift. They are responsible for the prevention of shipments of nonconforming parts or materials to DENSO and correcting production related problems. If the Supplier does not run on the off-shifts, it must still designate contact(s) for the off shifts in case a problem is found at DENSO during its operations so that corrective actions and containment may be started as soon as possible.

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- F. Product Return Contact: responsible for receiving nonconforming parts or material back at the Supplier. Indicate the correct address on the contact list for where the parts or materials should be sent.
 - G. New Project Quality Contact: responsible for coordinating activities related to new projects such as quality assurance schedules, inspection standards, and boundary samples, etc.
2. Individuals can fill more than one contact title, but mass production contact areas must have at least two separate contacts.
 3. For new Suppliers, the Supplier Quality Assurance Contacts List should be submitted to the appropriate DENSO division's QA/QC Engineering within 10 days of receiving the SQAM.
 4. Along with the contacts list, an organizational chart should be sent to DENSO which shows the structure of the Supplier's QC department and also the relationship of the Supplier Representative and plant Quality Control Manager to the Supplier's management. As the organizational chart is updated a copy of it should be sent to the appropriate DENSO division's QA/QC Engineering so that their copy will be current.
 5. If a Supplier is shipping to DENSO from more than one plant directly to DENSO, separate contacts list should be sent for each plant.
 6. The Supplier must notify DENSO of any changes to its contacts lists and submit revised lists to DENSO within 10 days.

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